

Troubleshooting

HEIC Codec Installation - CopyTrans Not Working

In some cases, an extra driver is required for the display of HEIC files on some systems. Please install the following driver: [Download CopyTrans-HEIC Driver](#)

Possible error pattern: [CopyTrans HEIC tool](#) for displaying HEIF files has been installed, but still no display or reading of HEIC files is performed.

Cause: Microsoft HEIF ImageExtension has also been installed and is blocking CopyTrans

Solution:

- From Windows - Start - Open "Command Prompt" or "Terminal" (As Administrator)
- Run command (confirm with Y): winget uninstall --name="HEIF Image Extensions"
- Possibly reinstall CopyTrans HEIC
- Test preview and display in Explorer or Photo Viewer
- In PictureGuide, go to Settings - Library again and read/update folders
- If the problem has not yet been solved, go through the steps a second time

Attached files:

Unique solution ID: #1064

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